

SUBJECT: All CPF E-mail - FEHB/TSP Open Season & Information

Sent: Tuesday, 3 December 2002

The purpose of this E-mail is to provide information about the Federal Employees Health Benefits (FEHB) and Thrift Savings Plan (TSP) Open Seasons.

FEHB Open Season ends on 9 Dec 02 and TSP Open Season ends on 31 Dec 02. We have some good news to report -- so far, over 50 percent of all open season elections have been made over the BEST automated web (EBI S). Having said this, there has been a significant increase in the number of incoming calls to the Benefits and Entitlements Service Team (BEST) in the past two days from both employees and CPF representatives. We wanted to provide some information to your staff in the event employees request assistance.

To assist your staff:

- For employees who contact your staff requesting instructions on how to access either of the BEST automated systems, we have prepared handouts providing the employee specific directions on how to access both the BEST automated phone and web (Employee Benefits Information System (EBI S)). In addition, these handouts provide the employee specific information on what will be needed to reset their Personal Identification Number (PIN) in the event they have forgotten it.

The handouts, titled "How to Access the Benefits and Entitlements Automated Phone System" and "How to Access the Benefits and Entitlements Web Automated System (EBI S)," are available on the BEST web site at <http://www.afpc.randolph.af.mil/dpc/BEST/automated.htm>.

- For employees who call or visit your staff and indicate they are unable to access the BEST automated phone or web systems, request your staff obtain the employee's name, SSAN, and commercial telephone number. Once your staff provides this information to BEST via the CPF Line, we will contact the employee and determine what the access problem is and assist the employee with their benefits issue. Our experience has shown that when a BEST Counselor contacts the employee and places a conference call with the employee on the line, nearly all of the calls are successfully put thru to the BEST automated systems and they are not systems issues. As a reminder, we request your staff not provide the CPF Line toll free number to active Federal employees.
- Employees who have forgotten their UserID and Password for AFPC Secure (the BEST automated web (EBI S) is behind AFPC Secure), they must contact the AFPC/DPC Civilian Customer Support Center at DSN: 665-2820 (includes San Antonio commuting area), Commercial: (210) 565-2820 or 1-888-368-9367. Press 1

for Technical, then press 1 again to reach the DPC Civilian Customer Support Center. Their hours are 1500 Sunday thru 1700 Friday.

Thank you for the support provided by your staff.

Acting Chief, Special Operations Division
Air Force Personnel Center